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ABSTRACT

This report presents the results of a Rio Hondo College (California) survey of Workforce Development/CalWORKS participants. The survey was designed to measure service quality and provide information for any needed areas of improvement in Workforce Development/CalWORKS services. Approximately 269 surveys were mailed to participants, with a response rate of 25%. Summary statistics include: (1) about 92% of respondents felt that information provided by program staff was "very clear" or "clear"; (2) 92% felt the information they received was "very helpful" or "helpful"; (3) nearly 97% rated program staff as "very courteous" or "courteous" while serving clients; (4) more than 95% felt that the information provided was "very timely" or "timely"; (5) 100% felt that staff members were either "very prompt" or "prompt" in responding to questions; (6) more than 84% indicated that they had received the help that they needed from the staff, and another 9% said that they received partial help; (7) 87% received printed information; and (8) of those who received printed information, 99% said it was "very clear" or "clear", and 94% viewed it as "very helpful" or "helpful." Results indicated a well-run program, administered by excellent staff who deliver appropriate services. Appended are the survey instrument and data tables. (Author/EMH)

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ED 466 833

Workforce Development/CalWORKS Survey Results

Stephen C. Maack

Rio Hondo College
Whittier, California

April 18, 2001

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JC 020 509

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Memorandum

To: Jess Camacho, Dean, Workforce Development

CC: Ding-Jo Currie, Assistant Superintendent/Vice President, Economic and Community Development

Daniel Rubalcava, Interim Dean, Student Support Services

From: Stephen C. Maack Stephen C. Maack
Director, Institutional Research

Date: April 18, 2002

Re: Workforce Development/CalWORKS Survey Results

Executive Summary. The respondents to a Workforce Development/CalWORKS survey view the program, its services, and its staff in a very complimentary light. Most learned about the program from a GAIN worker, a Rio Hondo College staff member or a friend. The program clients used services a median of three or four times each since July 1, 2002, but 36 percent used Rio Hondo College Workforce Development/CalWORKS services five or more times during the past year. The services most used were counseling, GAIN intervention, and childcare.

The responses to the Rio Hondo Workforce Development/CalWORKS programs, information, and staff were overwhelmingly positive, as indicated by these summary statistics:

- About 92 percent felt that information provided by program staff was "very clear" or "clear";
- About 92 percent felt information that they had received was "very helpful" or "helpful";
- Nearly 97 percent rated program staff as "very courteous" or "courteous" while they were serving these clients;
- Over 95 percent felt that the information provided was "very timely" or "timely";

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- All (100 percent) of those who answered felt that the staff were either "very prompt" or "prompt" in responding to their questions;

- Over 84 percent responded "yes," they had received help that they needed from the staff, and another 9 percent received partial help;

- Almost 87 percent received printed information;

- Of those who got such printed information, 99 percent said it was "very clear" or "clear" and 94 percent viewed it as "very helpful" or "helpful."

The response rate to the questionnaire was 25 percent, most likely because of lack of follow-up (during a transition of Deans) after the original survey was mailed out. Responses were gathered using both a mail-out/mail-back approach, and through telephone calls using the mailed out survey instrument and a script. The survey results were collected during a period when Workforce Development/CalWORKS funding cuts were being announced at the state level. While this might have influenced the responses, it is rare for any program to receive such laudatory results from a service provision survey. Such results indicate a well-run program, administered by excellent staff who deliver the right, needed services in the right way to appreciative clients.

Background. In Fall 2002 the previous Dean of Workforce Development, Daniel Rubalcava, and I began to develop a survey of recipients of Workforce Development/CalWORKS services. The purpose of the survey was to measure service quality, provide information useful for program review, and for improving the Workforce Development/CalWORKS programs. In January 2002 the survey went into final format and it was mailed out to approximately 269 Workforce Development/CalWORKS students/potential student clients in late January. About the same time that the survey went into its final form, the Governor of California released his budget, showing serious cuts in state funding for Workforce Development/CalWORKS, and a plan to make future funding of the program a county responsibility. This placed the entire Workforce Development/CalWORKS program in jeopardy. In addition, shortly after the survey was mailed, Dean Dan Rubalcava moved to a different administrative position as Interim Dean, Student Support Services, and Jess Camacho was hired to replace him, at least until June 30, 2002, as Dean of Workforce Development. Workforce Development staff were scheduled to do follow-up mailings that should have increased the response rate, but these did not take place (perhaps because of the transition in top management). Program clients returned only a few surveys during February.

As a result, in late February Dean Camacho and I decided to attempt a telephone survey using the same instrument. I wrote a script, trained Workforce Development/CalWORKS staff in telephone interviewing techniques, and the staff

surveyed students on March 5, 2002, and off and on for about another two weeks. Many telephone numbers turned out to be faulty. The follow-up effort did, however, eventually result in the return or completion of 67 usable questionnaires, for a response rate of approximately 25 percent. While not ideal, the response rate is sufficiently high to justify analyzing the results, which are presented below.

In reviewing the results, the reader is cautioned that during the time that respondents were completing the survey, there were frequent broadcasts of news developments concerning Workforce Development/CalWORKS, many opposing the Governor's proposed budget. These might have influenced how respondents answered the questions. Respondents were, however, asked to respond frankly and were reassured that their individual responses would remain confidential.

Question 1. How did you learn about the Workforce Development/CalWORKS program at Rio Hondo College? (Mark all that apply).

Response	N and Percent of Respondents
• GAIN Worker	33 (49 %)
• Rio Hondo College Staff	18 (27 %)
• Friend	14 (21 %)
• Rio Hondo College Publication	8 (12 %)
• Relative	5 (7 %)
• Other	6 (9 %)

Specify: EOPS, I told myself, walked in myself, walk in, Sherry Conrad (unit secretary), I asked GAIN worker about program

It appears, then, that the majority of Rio Hondo College Workforce Development/CalWORKS clients learn about the programs from either a GAIN worker or Rio Hondo College (RHC) staff, or from a friend. About 81 percent (54 of 67 respondents) only heard about the programs from one source, while 6 heard of it from two sources, 3 from three sources, 1 from four, and 1 from five sources:

Gain worker and:

- Rio Hondo College Staff (2 respondents)
- Friend (1 respondent)
- Rio Hondo College Staff and Friend (1 respondent)
- Rio Hondo College Staff and Other (1 respondent)
- Rio Hondo College Publication and Rio Hondo College staff (1 respondent)
- Rio Hondo College Publication, Rio Hondo College staff, and Friend (1 respondent)
- Rio Hondo College Publication, Rio Hondo College staff, Friend, and Relative (1 respondent);

Rio Hondo College Publication and Rio Hondo College Staff (1 respondent), Rio Hondo College Publication and Other (an RHC staff member) (1 respondent) were the other responses.

Note that GAIN workers were almost always included when multiple sources were named, as well as being the primary single source of information. Friends helped acquaint prospective clients with the program nearly three times as often as relatives did. Publications frequently supplemented another source of information, being the only source only five times. Rio Hondo College staff themselves were the second most important source of information about the Workforce Development/ CalWORKS program, alone or in conjunction with other sources.

2. What services have you received from the Rio Hondo Workforce Development/CalWORKS program? (Mark all that apply).

While one-third (33 percent) of the respondents received only one type of service from the Rio Hondo Workforce Development/CalWORKS program, 22 percent received two types of services, 12 percent three, 5 percent four, and 7 percent five types of service. Of the respondents, 14 (21 percent) did not indicate having received any of the services about which they were asked, but that did not always agree with their answers to question 3, which asked how many times the respondent used Rio Hondo College Workforce Development/CalWORKS services. A potential reason for such a result is that the survey may have failed to mention some services provided by the program.

Response	N and Percent of Respondents
• Counseling	40 (60 %)
• GAIN Intervention	26 (39 %)
• Child Care	19 (28 %)
• Job Readiness	15 (22 %)
• Job Placement	13 (19 %)

As can be seen, the most frequently used service of the Workforce Development/ CalWORKS staff was counseling, followed by GAIN intervention and Child Care related services. Job readiness and job placement were the least used of the services. The importance of the office appears to lie more in services that help people prepare themselves to eventually seek work, rather than in the actual placement in jobs.

3. How many times have you used the services of the Rio Hondo College Workforce Development/CalWORKS staff since July 1, 2001?

Only three individuals claimed to have never used the services of program staff during the past fiscal year. The median number of times that respondents used

program services was three (or between three and four when those who used no services are excluded). Excluding those who claim to have never used program services, 41 percent used the Rio Hondo office services once or twice, but 36 percent used them five or more times. Since so many respondents answered "five or more times" the actual average use of services may be greater than the median.

4. How clear was the information that Workforce Development/CalWORKS staff provided?

About two-thirds (67 percent) of those who answered this question said that the information provided was "very clear," and another one-quarter rated it as "clear."

5. How helpful was the information that you received?

A total of 92 percent of all respondents therefore received helpful or very helpful information from the Workforce Development/CalWORKS staff. Nearly six out of ten respondents (58 percent) rated the information received as "very helpful" and another one-third (34 percent) rated it as "helpful."

6. Overall, how courteous were the Workforce Development/CalWORKS staff while serving you?

The staff were overwhelmingly perceived as courteous or better in their service provision. Three-quarters of the respondents gave staff the highest rating of "very courteous" and over one-fifth (22 percent) responded "courteous."

7. How timely was the information that Workforce Development/CalWORKS staff provided to you?

Over two-thirds (68 percent) of the respondents viewed the information provided as "very timely," and over one-quarter more rated it "timely."

8. How prompt were the Workforce Development/CalWORKS staff in responding to your questions?

The only responses were "Very Prompt" (64 percent) and "Prompt" (36 percent).

9. Did you receive the help that you needed from the Workforce Development/ CalWORKS staff?

More than eight out of ten (84 percent) of the clients responded "Yes" and another one out of ten (9 percent) answered "Partially." That means that 93 percent of those who answered the question got the help they needed, wholly or partially.

10. Did you ever receive printed information from the Workforce Development/CalWORKS program?

Nearly nine out of every ten (87 percent) of the program clients received printed information.

11. (If "Yes" to Question 10) How clear was the printed information you received?

Most clients received printed information and found it to be understandable. Among those who received printed information, nearly eight out of ten (79 percent) rated the printed information as "Very Clear" and one out of five respondents (20 percent) rated it as "clear."

12. (If "Yes" to Question 10) How helpful was the printed information you received?

The printed information was not only clear, nearly everyone also viewed it as helpful. In fact, 69 percent rated it "Very Helpful," one-quarter (25 percent) rated it as "Helpful" and only three individuals felt otherwise.

Very few respondents provided any additional comments, or else those doing the telephone interviewing did not record additional comments. One person admitted to receiving printed information – but not reading it! One individual stated the following: "If it wasn't for this program I wouldn't be able to succeed with 3 children. I come to school full-time. I am about to transfer to /*/. My GPA is /* above 3.0/ this semester. I try to be an example to my oldest son that anything is possible. I thank God for the CalWORKS program. I am temporarily disabled. I am just a little worried /sic/ about transferring because I called /* the university where the person is transferring/ and they don't offer CalWORKS."

* Some information in this quotation was modified to help protect the identity of the respondent.

A copy of the survey instrument used and tables and graphs of the response frequencies and percentages are attached.

Attachments

RIO HONDO COLLEGE WORKFORCE DEVELOPMENT/CalWORKS SURVEY

January 2002

The Workforce Development/CalWORKS staff wants to know how it is doing. Your frank responses to this survey will help us to serve you better. For further information call Merle Enriquez at (562) 692-0921 x 3128.

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ballpoint, or felt tip pens.
- Make solid marks that fill the circle completely.
- Erase cleanly marks you wish to change.
- Make no stray marks on this form.

CORRECT: ● INCORRECT: ⊘ ⊠ ◒ ◔

1. How did you learn about the Workforce Development/ CalWORKS program at Rio Hondo College? (Mark all that apply)
   - ○ GAIN Worker
   - ○ Rio Hondo College Publication
   - ○ Rio Hondo College Staff
   - ○ Friend
   - ○ Relative
   - ○ Other (Specify_____)

2. What services have you received from the Rio Hondo Workforce Development/ CalWORKS program? (Mark all that apply)
   - ○ Counseling
   - ○ Job Readiness
   - ○ Job Placement
   - ○ Child Care
   - ○ GAIN intervention

3. How many times have you used the services of the Rio Hondo College Workforce Development/CalWORKS staff since July 1, 2001?

Never	Once	Twice	Three Times	Four Times	Five or More Times
○	○	○	○	○	○

4. How clear was the information that Workforce Development/CalWORKS staff provided?

Very Clear	Clear	Somewhat Unclear	Very Unclear	Not Applicable
○	○	○	○	○

5. How helpful was the information that you received?

Very Helpful	Helpful	Not so Helpful	Not Helpful at All	Not Applicable
○	○	○	○	○

6. Overall, how courteous were the Workforce Development/CalWORKS staff while serving you?

Very Courteous	Courteous	Somewhat Discourteous	Very Discourteous	Not Applicable
○	○	○	○	○

7. How timely was the information that Workforce Development/CalWORKS staff provided to you?

Very Timely	Timely	Somewhat Untimely	Very Untimely	Not Applicable
○	○	○	○	○

8. How prompt were the Workforce Development/ CalWORKS staff in responding to your questions?

Very Prompt	Prompt	Not so Prompt	Not Prompt at All	Not Applicable
○	○	○	○	○

9. Did you receive the help that you needed from the Workforce Development/CalWORKS staff?

Yes	Partially	No	Not Applicable
○	○	○	○

10. Did you ever receive printed information from the Workforce Development/CalWORKS program?

Yes	No
○	○

11. (If "Yes" to Question 10) How clear was the printed information you received?

Very Clear	Clear	Somewhat Unclear	Very Unclear	Not Applicable
○	○	○	○	○

12. (If "Yes" to Question 10) How helpful was the printed information you received?

Very Helpful	Helpful	Not so Helpful	Not Helpful at All	Not Applicable
○	○	○	○	○

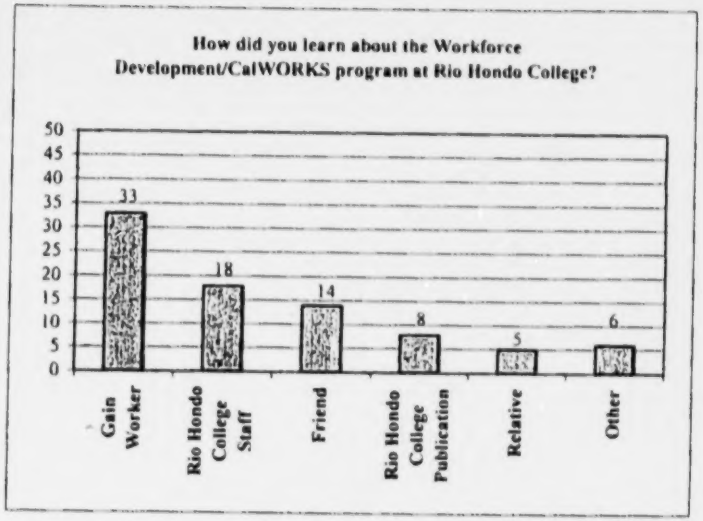
THANK YOU FOR YOUR HELP! Please return your completed survey to:
Workforce Development, Rio Hondo College, 3600 Workman Mill Road, Whittier, CA 90601-1699

Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

1. How did you learn about the Workforce Development/ CalWORKS program at Rio Hondo College?
(Mark all that apply)

Response	Number	Percent*	Percent of Responses
Gain Worker	33	49%	39%
Rio Hondo College Staff	18	27%	21%
Friend	14	21%	17%
Rio Hondo College Publication	8	12%	10%
Relative	5	7%	6%
Other	6	9%	7%
Total Responses	84		100%
Total Respondents:	**67**	**100%**	

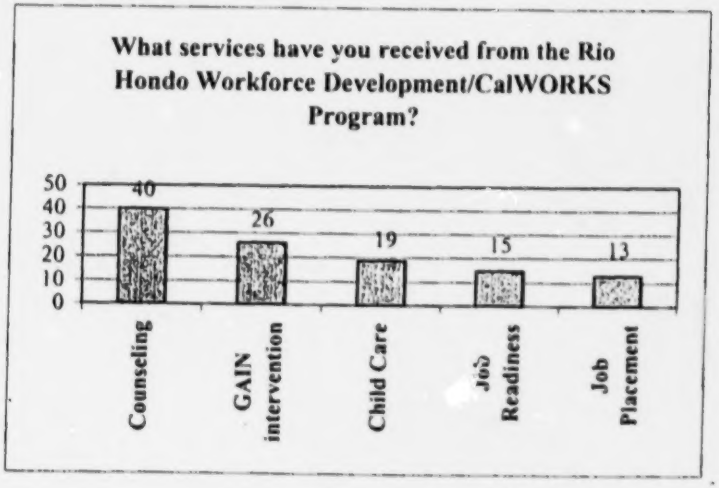
* Percentages are of respondents, so do not add up to 100 percent.



2. What services have you received from the Rio Hondo Workforce Development/CalWORKS program?
(Mark all that apply)

Response	Number	Percent*	Percent of Responses
Counseling	40	60%	35%
GAIN intervention	26	39%	23%
Child Care	19	28%	17%
Job Readiness	15	22%	13%
Job Placement	13	19%	12%
Total Responses	113		100%
Total Respondents:	**67**	**100%**	

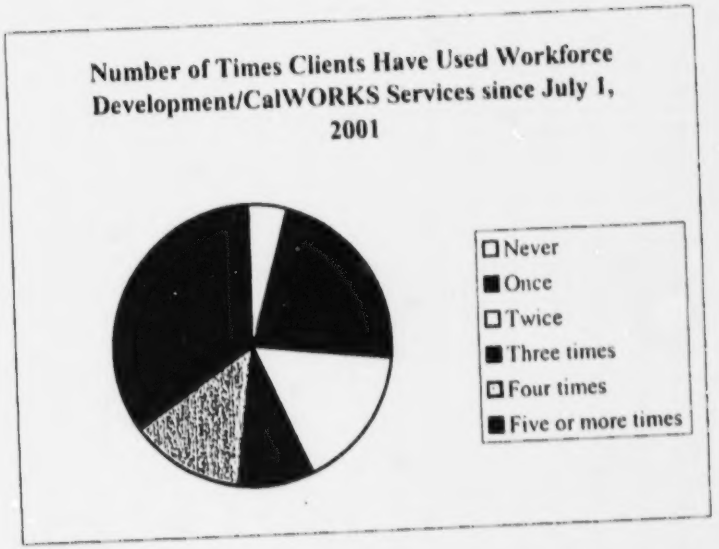
* Percentages are of respondents, so do not add up to 100 percent.



Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

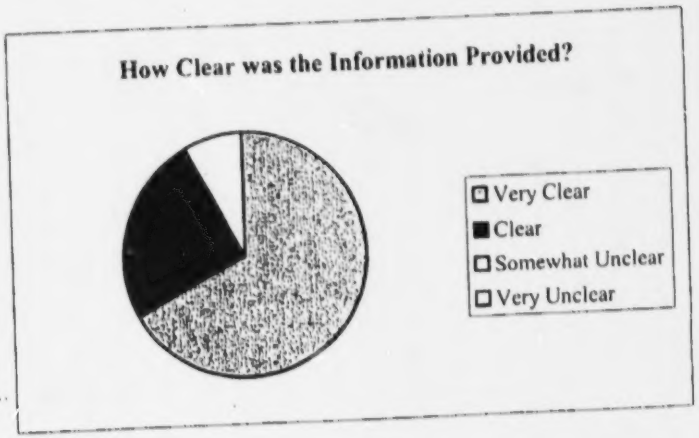
3. How many times have you used the services of the Rio Hondo College Workforce Development/CalWORKS staff since July 1, 2001?

Response	Number	Percent	Percent of Users
Never	3	4%	
Once	15	22%	23%
Twice	11	16%	17%
Three times	6	9%	9%
Four times	9	13%	14%
Five or more times	23	34%	36%
Total Respondents	67	100%	
Total Using Services	64		100%
Median Uses = 3.22			



4. How clear was the information that Workforce Development/CalWORKS staff provided?

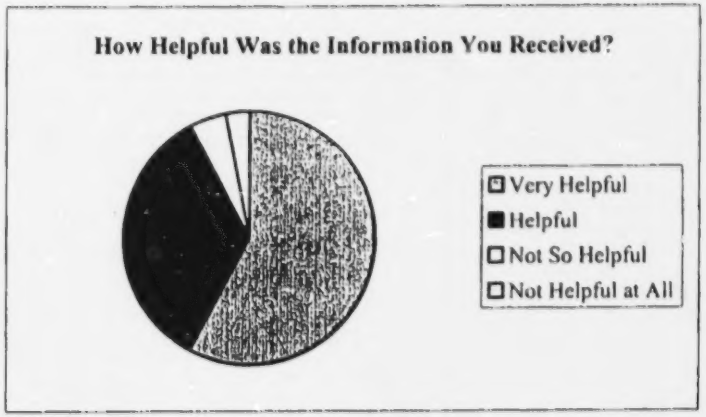
Response	Number	Percent	Percent of Applicable
Very Clear	43	64%	67%
Clear	16	24%	25%
Somewhat Unclear	5	7%	8%
Very Unclear	0	0%	0%
Total Applicable	64	96%	100%
Not Applicable	3	4%	
Total Respondents	67	100%	



Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

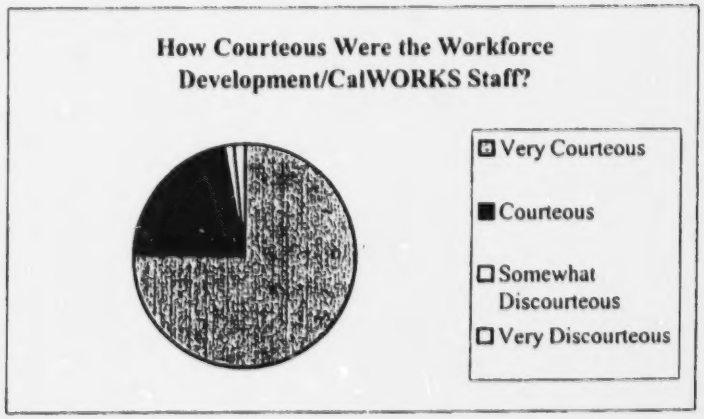
5. How helpful was the information that you received?

Response	Number	Percent	Percent of Applicable
Very Helpful	37	55%	58%
Helpful	22	33%	34%
Not So Helpful	3	4%	5%
Not Helpful at All	2	3%	3%
Total Applicable	**64**	**96%**	**100%**
Not Applicable	3	4%	
Total Respondents	**67**	**100%**	



6. Overall, how courteous were the Workforce Development/ CalWORKS staff while serving you?

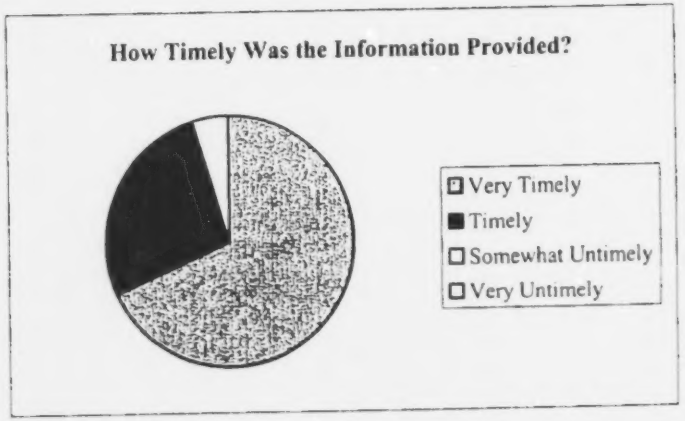
Response	Number	Percent	Percent of Applicable
Very Courteous	49	73%	75%
Courteous	14	21%	22%
Somewhat Discourteous	1	1%	2%
Very Discourteous	1	1%	2%
Total Applicable	**65**	**97%**	**100%**
Not Applicable	2	3%	
Total Respondents	**67**	**100%**	



Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

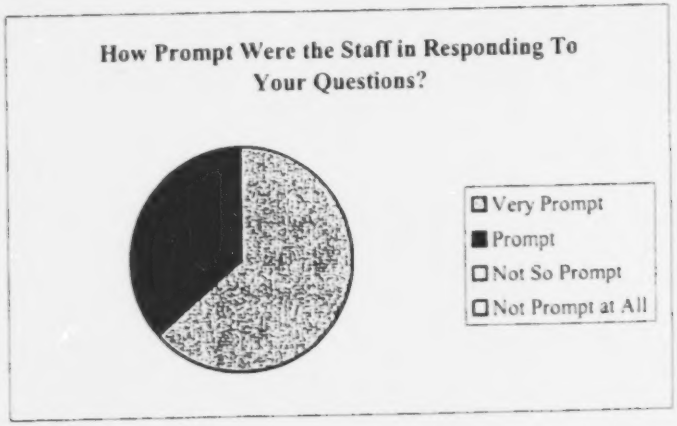
7. How timely was the information that Workforce Develoment/CalWORKS staff provided to you?

Response	Number	Percent	Percent of Applicable
Very Timely	43	64%	68%
Timely	17	25%	27%
Somewhat Untimely	3	4%	5%
Very Untimely	0	0%	0%
Total Applicable	**63**	**94%**	**100%**
Not Applicable	4	6%	
Total Respondents	67	100%	



8. How prompt wer the Workforce Development/CalWORKS staff in responding to your questions?

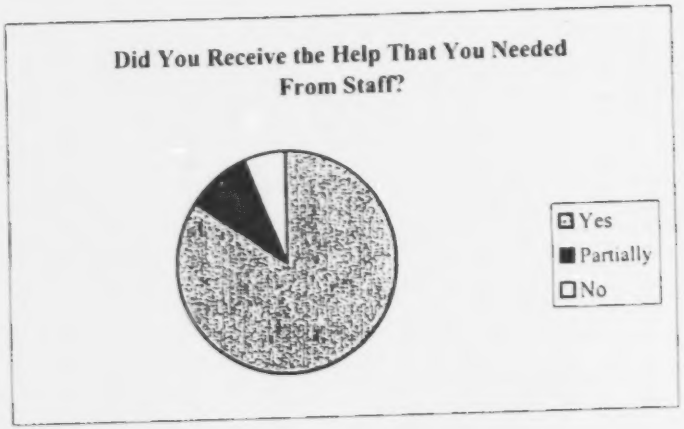
Response	Number	Percent	Percent of Applicable
Very Prompt	40	60%	63%
Prompt	23	34%	37%
Not So Prompt	0	0%	0%
Not Prompt at All	0	0%	0%
Total Applicable	**63**	**94%**	**100%**
Not Applicable	4	6%	
Total Respondents	67	100%	



Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

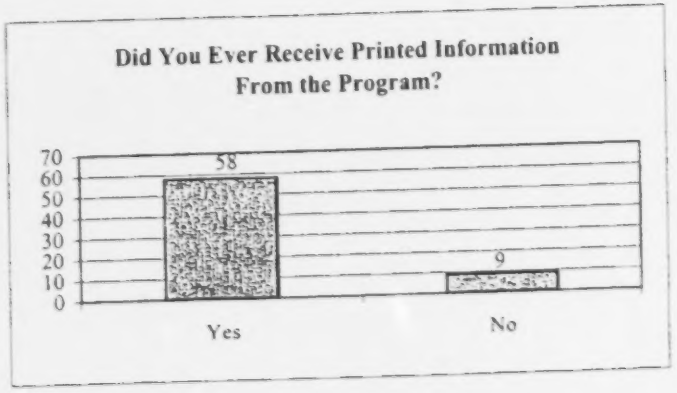
9. Did you receive the help that you needed from the Workforce Development/CalWORKS staff?

Response	Number	Percent	Percent of Applicable
Yes	54	81%	84%
Partially	6	9%	9%
No	4	6%	6%
Total Applicable	64	96%	100%
Not Applicable	3	4%	
Total Respondents	67	100%	



10. Did you ever receive printed information from the Workforce Development/CalWORKS program?

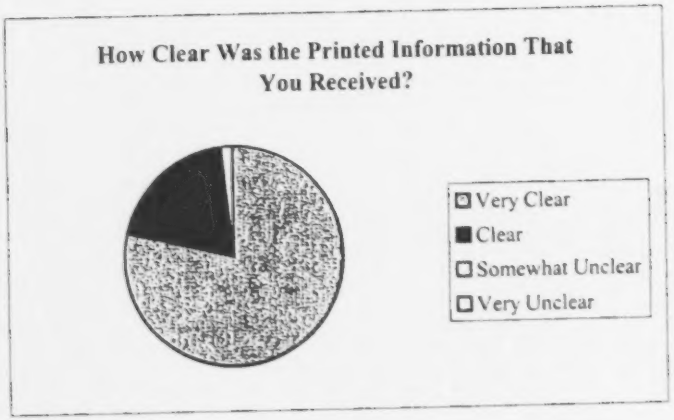
Response	Number	Percent	Percent of Applicable
Yes	58	87%	87%
No	9	13%	13%
Total Applicable	67	100%	100%
Not Applicable	0	0%	
Total Respondents	67	100%	



Rio Hondo College
Workforce Development/CalWORKS
Survey Results
January to March 2002

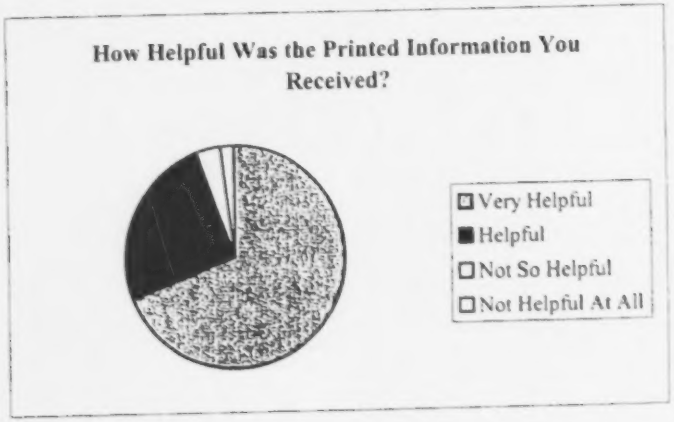
11. (If "Yes" to Question 10) How clear was the printed information you received?

Response	Number	Percent	Percent of Applicable
Very Clear	44	66%	79%
Clear	11	16%	20%
Somewhat Unclear	0	0%	0%
Very Unclear	1	1%	2%
Total Applicable	**56**	**84%**	**100%**
Not Applicable/No Answer	11	16%	
Total Respondents	**67**	**100%**	



12. (If "Yes" to Question 10) How helpful was the printed information you received?

Response	Number	Percent	Percent of Applicable
Very Helpful	38	57%	69%
Helpful	14	21%	25%
Not So Helpful	2	3%	4%
Not Helpful At All	1	1%	2%
Total Applicable	**55**	**82%**	**100%**
Not Applicable/No Answer	12	18%	
Total Respondents	**67**	**100%**	



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